



Fueling Conversations



April 7, 2020

For the foreseeable future, each week, Fueling Conversations – a message from Dave Bauer, President and CEO of National Fuel – will be delivered to your inbox. If you have recommendations on topics, questions, or comments, please email corpcomm@natfuel.com.

As we continue to face the COVID-19 crisis, I hope this note finds you and your loved ones safe and healthy. As we all work to protect ourselves, our colleagues, and the public from the ongoing threat of COVID-19, our government has asked people to stay at home to prevent further spread of the virus. I am grateful for our frontline employees – those who continue to report to their work locations, including our field operations and call centers – to ensure the same safe, reliable natural gas service we've delivered for 117 years.

As a reminder, we continue to recommend all employees follow guidance from the Centers for Disease Control (CDC). Recently, the CDC issued a [new voluntary public health measure](#), urging citizens to wear cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies). There is no requirement that National Fuel employees wear these coverings at work, however, employees may use their own so long as they do not interfere in the function of their work. Of course, this does not apply to employees and contractors that perform work that requires the use of personal protective equipment (PPE). Those persons are provided both equipment and training regarding its use. Additionally, operations teams across all subsidiaries are practicing social distancing, and if that is not possible, certain tasks and/or projects will be placed on hold. Below are some brief subsidiary updates.

- **Seneca:** Additional disinfecting and social distancing measures have been implemented and only essential personnel are permitted to enter Seneca property.
- **Midstream:** As its staffing model already had built-in social distancing protocols, it has further enhanced safety by assigning supervisors to separate work locations.
- **Supply:** Every project is being reviewed to ensure safety procedures can be met and site-specific best practices for field operations are being utilized. Preparations have been completed for potential onsite sequestering of critical service control room employees.
- **Utility:** Employees are only entering homes for gas emergency work; non-essential construction work requiring entry into customers' homes has been suspended.

Unquestionably, the COVID-19 pandemic will have a devastating impact on our local economies. Thousands of people suddenly find themselves out of work, and, sadly, many now wonder how they'll put food on the



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table. To help address these most critical needs in our community, I am pleased to announce a donation from the National Fuel Gas Company Foundation of \$250,000 across the Company's New York and Pennsylvania service territories.

In New York, grants will be given to the following:

- United Way of Buffalo & Erie County's WNY COVID-19 Community Response Fund
- FeedMore WNY

In Pennsylvania, grants will be given to the following:

- Erie Community Foundation
- Second Harvest Food Bank of Northwest Pennsylvania
- Community Food Warehouse of Mercer County

Seneca Resources Company has also pledged \$4,000 to the following organizations in Pennsylvania in addition to providing lunches to the frontline:

- Christian Food Bank
- Second Harvest Food Bank of Northwest Pennsylvania

Finally, I'd like to take a moment to recognize the hard work of our Human Resources department. This past month, we hired and onboarded 17 new employees. Even as state unemployment offices face a deluge of new claims, we continue to actively recruit and hire, including working with local colleges and universities to help place soon-to-be graduates.



As we enter week four of our new normal, I cannot thank enough our field and office personnel for their quick adaptation to these unforeseen circumstances and commitment to fulfilling their job responsibilities. We continue to work around the clock to deliver natural gas safely and reliably for homes, emergency services, and hospitals. While our community has not been immune to the impact of this pandemic, I'm certain we will pull through this together.